



Accessibility Program

The following narrative covers the questions highlighted by the CPUC:

- a. A timeline for modifying apps so that they allow passengers to indicate their access needs, including but not limited to the need for a wheelchair accessible vehicle. A passenger should be allowed to state other access needs, either from a drop-down menu with room for comments or through a field requesting information.**

Hitch has a plan in place to enable additional input (need-related) in 6-9 months. As a smaller team, we are working with a designer to fit the functionality into the current app skeleton. At that point, we will implement, iterate, and test the mocks, prior to pushing to production and to the relevant app stores. The goal is to present an interface that is just as seamless for a passenger with access needs, rather than clutter the screen and make the process overwhelming for him/her. At present, a passenger can indicate access needs by calling support directly prior to booking (or shortly thereafter), and our support team determines, via our administrative console, how those needs can be accommodated.

- b. A plan for how the TNC will work to provide appropriate vehicles for passengers who specify access needs, including but not limited to a plan to provide incentive to individuals with accessible vehicles to become TNC drivers.**

In addition to a), which is constrained to the application itself, Hitch will also take on a bigger effort to successfully on-board drivers with accessible vehicles. We already have a few community drivers who own minivans, which is a step in the right direction. Our platform is well-suited to incentivize drivers to use larger-occupancy vehicles (remaining at or under 7-seaters), since such vehicles are able to transport larger parties, but we will continue to brainstorm options for on-boarding drivers who own them. This might include driver "hero status" amongst the community, financial incentives, or other forms of recognition.

- c. A timeline for modifying apps and TNC websites so that they meet accessibility standards. The relevant standard for web access is WCAG 2.0 AA.**

From inception, the Hitch website (takehitch.com) was developed with WCAG 2.0AA standards in mind. We have used a number of different online calculators/checkers to make sure the site is accessible per that standard.

As for the app, it is fully compatible with Apple VoiceOver, an accessibility feature built into iOS. We do not have an Android app on the Google Play Store at present, but development



of that app will certainly have an accessibility standard in mind. We expect to release an application Android within 6-9 months.

- d. A timeline for modifying apps so that they allow passengers to indicate that they are accompanied by a service animal, and for adopting a policy that service animals will be accommodated.**

Similar to a), we will allow the passenger to list additional requirements (service animals included) in the accessibility redesign. The timeline is 6-9 months, and follows the same release cycle as in a). We will also add service animal compatibility to our driver on-boarding process, to make sure there are no conflicts with respect to allergies, etc. Drivers will be able to change their preferences at any point (should things change) via the "Profile" panel of our app.

- e. A plan for ensuring that drivers' review of customers will not be used in a manner that results in discrimination, including any policies that will be adopted and any monitoring that will take place by the TNC to enforce this requirement.**

Hitch implements a multi-directional rating system (supplemental to any support calls/emails received relating to issues), where drivers rate passengers, passengers rate drivers, and passengers rate other passengers. This gives us multiple sources of input/perspectives on a review, which in and of itself will shed light on any reviews that resulted from discriminatory behavior (for example, everybody suggests the passenger was excellent except for the driver). We follow-up negative reviews by directly contacting the passenger/driver, which helps us establish the nature of the complaint. Any complaints that are found to be made on a discriminatory basis will result in removal of the offending party from the platform—whether passenger or driver.

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